

IN THE CLAIMS:

1. (Currently Amended) A method of converting a personal computer for communicating information on a broadband communication network, said personal computer having a user and a physical location, comprising:

upgrading the broadband communication network to extend broadband service boundaries into a new geographic area;

updating a database to include a plurality of physical locations within the new geographic area;

accessing the database to determine whether said physical location falls within the extended service boundaries for said broadband communication network;

offering levels of broadband service to said user;

making an automation agent ~~software~~ available to the user, the automation agent ~~software~~ being configured to:

establish a dialog with an automation server;

direct a modem coupled to said personal computer to access a network physical layer and report data elements associated with said access to said automation agent; and

perform a workflow process tailored to a selected level of broadband service based on said data elements; and

~~extending an offer to form a contract for said broadband service;~~

~~if said physical location falls within said extended service boundaries, receiving an acceptance of the offer from the user, thereby forming a contract for said broadband service;~~

~~remotely qualifying said personal computer for said broadband communication network by determining whether said personal computer meets predetermined acceptance criteria for use of said broadband communication network; and~~

fulfilling said order by initiating said automation agent on said personal computer to interact with the user and thereby configure said ~~[[a]]~~ modem ~~coupled to said personal computer~~ for access to said broadband communication network.

2. (Original) The conversion method of claim 1, wherein said broadband communication network is a DSL network.

3. (Original) The conversion method of claim 2, wherein said qualifying step further comprises using a narrowband modem to contact a DSL line qualification server to test a physical line outside of said broadband communication network.

4. (Original) The conversion method of claim 1, wherein said broadband communication network is a cable network.

5. (Previously Presented) The conversion method of claim 4, wherein said qualifying step further comprises detecting a carrier signal from said broadband communication network.

6. (Original) The conversion method of claim 5, wherein said carrier signal has a signal strength and a set of error codes, and wherein said qualifying step is based at least in part upon said signal strength and said error codes.

7. (Previously Presented) The conversion method of claim 1, wherein said user is selected for said offer based on pre-established criteria.

8. (Previously Presented) The conversion method of claim 6, wherein at least some of said criteria are stored in the database.

9. (Original) The conversion method of claim 1, wherein said broadband communication network is an ISDN network.

10. (Original) The conversion method of claim 1, wherein said broadband communication network is a wireless network.

11. (Currently Amended) A system for configuring a personal computer for communicating over a broadband communication network, said system comprising:

an automation server remote from but in electrical communication with said personal computer; and

an automation agent within said computer and configured to establish a dialog with said automation server,

wherein said automation server is configured ~~[[to]]to: receive from a user of said personal computer via said automation agent an electronic order accepting an offer of said broadband service extended, said offer and accepting forming a contract for said broadband service, in response to such order to~~

~~remotely qualify said personal computer to use one of several different services offered on said broadband communication network~~ by determining whether said personal computer meets predetermined acceptance criteria, wherein said determining includes:

offering levels of broadband service to a user of said personal computer;

directing a modem coupled to said personal computer to access a network physical layer and report data elements associated with said access to said automation agent;

initiating said automation agent on said personal computer, the automation agent being further configured to perform a workflow process tailored to a selected level of broadband service based on said data elements; and
performing said workflow,

~~to use the one of the several different services offered on said broadband communication network; and [[to]]~~

automatically fulfill said order by initiating ~~an~~ said automation agent ~~on said personal computer to configure a~~ to interact with said user and thereby configure said modem coupled to said personal computer to use the one of the several different services offered for access to ~~for access to~~ [[on]] said broadband communication network.

12. (Original) The configuration system of claim 11, wherein said broadband communication network is a DSL network.

13. (Original) The configuration system of claim 12, wherein said automation agent instantiates a narrowband modem to contact a DSL line qualification server to test a physical line.

14. (Original) The configuration system of claim 11, wherein said broadband communication network is a cable network.

15. (Previously Presented) The configuration system of claim 14, wherein said automation agent is configured to initiate detection of a carrier signal from said broadband communication network.

16. (Original) The configuration system of claim 15, wherein said carrier signal has a signal strength and a set of error codes, and wherein said signal strength and said error codes are used

by said automation agent when qualifying said personal computer.

17. (Previously Presented) The configuration system of claim 11, wherein said user is selected for said offer based on pre-established criteria.

18. (Original) The configuration system of claim 17, wherein at least some of said criteria are stored in a subscriber profile database.

19. (Original) The configuration system of claim 11, wherein said broadband communication network is an ISDN network.

20. (Original) The configuration system of claim 11, wherein said broadband communication network is a wireless network.

Claims 21 – 33 (Cancelled)

34. (Currently Amended) The conversion method of claim 1, wherein said dialog includes a direct sale of said broadband service in response to marketing said broadband service to said user.

35. (Currently Amended) The conversion method of claim 1, wherein said offer is extended via said dialog.

36. (Currently Amended) The configuration system of claim 11, wherein said dialog includes a direct sale of broadband service in response to marketing of said broadband service to said ~~[[a]] user of said computer.~~

37. (Currently Amended) The configuration system of claim 11, wherein said offer is extended via said dialog.

38. (New) The conversion method as recited in claim 1, further comprising reporting said data elements to said server and modifying an automation workflow based thereon.

39. (New) The configuration system of claim 11, wherein said data elements are reported to said server and an automation workflow is modified based thereon.

40. (New) The conversion method as recited in claim 1, wherein said data elements include a signal strength or an error code related to said access.

41. (New) The configuration system of claim 11, wherein said data elements include a signal strength or an error code related to said access.

42. (New) The conversion method of claim 1, wherein said determining includes using a narrowband modem to contact a DSL qualification server to test a physical line outside the scope of said broadband communication network.

43. (New) The configuration system of claim 11, wherein said determining further includes using a narrowband modem to contact a DSL qualification server to test a physical line outside the scope of said broadband communication network.

44. (New) The conversion method of claim 1, further comprising extending an offer to form a contract for said broadband service, wherein said automation server is configured to receive from said user via said automation agent an electronic order accepting said offer, said offer and accepting forming a contract for said broadband service, and wherein said remotely qualifying said personal computer is performed in response to said order.

45. (New) The configuration system of claim 11, wherein said automation server is further configured to receive from said user via said automation agent an electronic order accepting an offer of said broadband service extended, said offer and accepting forming a contract for said broadband service, and wherein said remotely qualifying said personal computer is performed in response to said order.